



Trash Pick Up Frequently Asked Questions

- **When does the service begin and will I need to contact my current vendor to cancel service?** The effective date is January 1, 2009 for all Westfield City residents, not including businesses. If you are with Ray's, no - you do not need to do anything your account will automatically transfer over and if applicable, refunds will be issued starting Jan. 31st, 2009. If you are with any other vendor, yes - although the city ordinance requires that all residents will pay a trash service fee to be included in the water bill and in return will provide curbside trash and recycling services, the city is not prohibiting residents from continuing service with their current vendor, however residents will still be obligated to pay the monthly service fee of \$11.00. Therefore, it is recommended that residents will need to contact their current vendor and express their wish to cancel their existing service.
- **When will the new carts be delivered?** The new carts will be delivered during the month of December. This City understands that this may provide an inconvenience to residents, having to store two vendor's carts; however it is imperative to ensure that residents have their carts available on January 1, 2009 for a smooth service transition.
- **How many carts will be delivered and what sizes?** One 96 gallon for trash and one 65 gallon for recycling will be delivered for the initial roll out. The yellow lid will indicate recycling, so the residents may choose to use the 96 for recycling and the 65 for trash, the lids simply need to be swapped out by Ray's.
- **Can we use the old cart or other vendor cart if a new cart has not been delivered?** Yes, if for some reason a resident did not get a new cart, Ray's will pick up trash out of your old cart during the first few weeks of implementation. The customer should contact Ray's customer service immediately if they did not receive their new cart by January 1, 2009. If your current vendor has already picked up their container and you do not have a Ray's trash and recycling cart, residents can place their trash in trash bags for curbside pickup.
- **Can we request a third cart? How much will it cost, when and where do we call?** A third cart may be requested in either a 96 gallon or 65 gallon size for a maximum total of 3 carts per resident. There is no additional cost for the third cart. The additional cart may be requested directly from Ray's after Feb. 1, 2009.
- **What do we do with our old vendor cart?** The City and Ray's are currently working with the other vendors in an attempt to get a specific pick up schedule for their cart. However, at this time, we have not been provided with a pick up date. We advise you to contact your prior vendor to ensure a specific date for pick up.
- **What do I do with a receptacle we purchased ourselves but no longer want?** If it is a container that was bought from a retailer and is plastic, metal Ray's Trash will take this on an upcoming Trash Can Amnesty Day based at different locations around Westfield.



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- **Will Ray's pick up schedule include the entire neighborhood in the same day?** It is Ray's goal to plan route schedules so that entire subdivisions will be serviced on the same day.
- **Will the trash and the recycling be picked up on the same day?** Yes, the trash and recycling will be picked up weekly on the same day however; the trash will be picked up by one truck and the recycling will be picked up by another truck.
- **If we do not want a 96 gallon cart can we switch it for a 65 gallon cart?** Yes, contact Ray's customer service department at 1-800-531-6752 or on the web at Westfield@Raystrash.com.
- **How do I get in contact with Customer Service?** You may contact Ray's customer service where they have two dedicated CSR's handling only Westfield Residents at 1-800-531-6752 or on the web at Westfield@Raystrash.com. You may also contact Westfield City Services Customer Service Department at 317-804-3150.
- **How will the new service be billed?** A new trash service line item will be added to your water and sewer bill. The cost is a flat fee of \$11.00 per month that includes weekly curbside trash pick up and recycling services. You may see a higher amount on your first month's bill (received in Feb.) to include the month of January and a proration for the month of Feb. which will bring you into your billing cycle. Every month thereafter, you will see only the \$11.00 charge.
- **Will apartments or businesses be included?** This service will cover curbside trash removal and recycling only. In general, apartments will not be included but some smaller rentals like duplexes may have this service. Businesses will not be covered in this service.
- **Why is the city mandating we recycle?** The city is not requiring residents to recycle. Instead, we are offering the recycling service in hopes of a community wide recycling effort.
- **When will I be notified of my pick up schedule and other information regarding the recycling instructions?** We are currently working with the vendor to determine route schedules and other pertinent information. Residents will be receiving an informational brochure during the first week of December and route confirmation during the last week of December.
- **Why did the City get involved in the trash pick up?** The large scale contract will save residents money as well as promote recycling in the community. We estimate that the residents of Westfield will save over \$1.3 Million in the first 3 years alone, with the low flat fee of \$11.00 per month locked in for three years. Ray's and the City also extended the contract to 7 years with gradual increases in years 4-7. The cost to residents in year 7 will be less than \$12.